

Patient Participation Group Meeting

Wednesday 16 April 2014

Attendance:

Shan South, Joan Aker, Majid Syed Razvi, Joan Prout, Mary-Rose Fawkes, John Fawkes, June Samuels, Jan Whitcombe, Elaine Donnelly, Sylvia Innes, Gary Johnson.

1. Previous meeting minutes were agreed.
2. **Patient Survey.** The PM showed the results of the snap patient survey conducted over a week in March. The results were very good, however this resulted in some discussions around the telephone system:
 - The PPG would like to see a different type of answer message or system on the practice main line:
 - To tell the caller what number in the queue they are, or how long the waiting time would be.
 - The PM explained that simply stating a number would not necessarily be an accurate way of informing a caller of the amount of time. A suggestion was that an average duration of calls should be found out. This can then inform the caller. Again this would depend on the time of day the caller is calling. The PM will investigate and report on the next meeting. The PM is already in negotiations with BT about a new phone system, all points raised will be considered in any new procurement exercise.
 - It was also suggested that the messages should be changed, with an emphasis on stressing the importance of not phoning between 0800 and 1000hrs for routine matters.
3. **Electronic Prescribing.** The PM informed the group that the Practice has registered an interest in moving to this method of prescribing. The PM is to meet up with a practice manager who has already joined this scheme to learn any lessons learnt and to gain information to feedback at the next meeting. Many issues were discussed; will repeat prescribing still work, which pharmacists are in the scheme, what is the process for choosing your pharmacist. These matters will be investigated and reported back to the group.
4. **Results Line.** The Practice Manager informed the group that the results line has been extended from 1200 – 1400 to 1000 to 1600, allowing greater access for patients.
5. **Data Sharing.** The Practice Manager explained the purpose of the data sharing exercise which has been put on hold by NHS England. The aim of this exercise is to provide better care for patients by being able to better understand patients pathways to relevant care. The group stressed that this should be an opt in not opt out process. The process will be developed and rolled out by NHS England. The data is encrypted, to a degree, but will still allow demographics to be viewed by the research teams.

6. **Community Champions.** The PM explained the Community Champions project and its aims to the group. This is a project to allow non-clinical signposting for patients visiting Elbury Moor. The project is in its initial phases with funding through till at least September. Later in May we hope to be able to refer patients who are seen by clinicians directly into this service.
7. **Patient Group Actions.** The PM requested that the at the next meeting the group discuss and choose three action points which the Practice will work on. The three objectives are to be Simple, manageable, achievable, realistic and able to be achieved in a realistic time frame. The next meeting will be primarily dedicated to agreeing these three action points.
8. The **next meeting** was agrees for Tuesday 20th of May, however this date is no longer suitable as the clinical commissioning group have called a training day for this day, which the practice manager must attend. It is therefore proposed that the date of the next meeting be the first Tuesday in June (03 June) at 1300 hrs.

GR Johnson
Practice Manager

Distribution

1. All PPG members
2. Practice Web Site